

Table 10a

**Viewpoint that retaining qualified staff and workers is difficult, by selected company characteristics and innovation status: 2001**

(Frequency)

Characteristic	Total	Disagree	Neutral	Agree	Nonresponse
All companies.....	72,400	28,900	31,300	11,700	S
IT.....	9,700	4,600	4,100	900	S
Manufacturing.....	3,000	1,500	1,200	400	0
Communication.....	1,600	800	700	100	S
Computer related services.....	5,100	2,300	2,300	400	S
Non-IT.....	62,700	24,300	27,200	10,800	S
Manufacturing.....	39,300	14,800	17,700	6,400	S
Transportation & public utilities.....	8,500	3,400	3,300	1,900	S
Finance, insurance & real estate.....	11,900	4,900	5,000	2,000	S
Engineering & AAB services.....	2,900	1,200	1,200	500	S
By revenue size					
\$2.5M to \$4.9M.....	26,500	9,500	12,100	4,600	S
\$5M to \$9.9M.....	17,800	8,400	5,600	3,700	S
\$10M to \$24.9M.....	16,100	6,700	7,700	1,800	0
\$25M to \$50M.....	6,000	2,300	2,900	S	S
Above \$50M.....	5,900	2,000	3,000	900	S
Innovators <sup>1</sup> .....	34,400	14,100	14,800	5,300	S
IT.....	7,000	3,300	3,000	600	S
Manufacturing.....	1,500	700	600	S	0
Communication.....	1,200	600	500	S	0
Computer related services.....	4,300	2,000	1,900	400	S
Non-IT.....	27,400	10,700	11,900	4,600	S
Manufacturing.....	15,300	6,100	6,600	S	S
Transportation & public utilities.....	3,700	1,300	1,600	700	S
Finance, insurance & real estate.....	6,900	2,600	3,100	1,200	0
Engineering & AAB services.....	1,500	600	600	300	0
By revenue size					
\$2.5M to \$4.9M.....	11,400	4,700	4,600	1,900	S
\$5M to \$9.9M.....	8,100	3,700	2,700	1,600	S
\$10M to \$24.9M.....	7,700	3,200	3,600	900	0
\$25M to \$50M.....	3,500	1,300	1,700	S	0
Above \$50M.....	3,700	1,100	2,200	S	0
Noninnovators <sup>1</sup> .....	37,000	14,400	16,100	6,200	S
IT.....	2,600	1,200	1,100	300	S
Manufacturing.....	1,500	700	600	S	0
Communication.....	400	200	200	S	0
Computer related services.....	800	300	400	S	S
Non-IT.....	34,300	13,200	14,900	6,000	S
Manufacturing.....	23,500	8,500	10,800	4,000	S
Transportation & public utilities.....	4,600	1,900	1,700	1,100	0
Finance, insurance & real estate.....	4,800	2,300	1,900	S	S
Engineering & AAB services.....	1,400	500	600	300	S
By revenue size					
\$2.5M to \$4.9M.....	14,400	4,600	7,100	2,600	S
\$5M to \$9.9M.....	9,500	4,600	2,900	1,900	S
\$10M to \$24.9M.....	8,400	3,500	4,100	900	0
\$25M to \$50M.....	2,500	900	1,200	S	S
Above \$50M.....	2,200	S	S	S	0

<sup>1</sup> Breakdowns by innovation exclude 32 cases, representing 1,100 companies, in which innovator status could not be determined. To be classified as an innovator, the company had to indicate that it had developed a product or process in the past 12 months or believed it would develop a product or process in the next 12 months as a result of IT-based innovation. The survey was conducted during the period July 2001–April 2002.

**KEY:** IT=information technology; AAB=accounting, auditing, bookkeeping; S=suppressed for reasons of reliability due to receiving less than 20 responses

**NOTES:** Responses are to question 3e: "On a scale of 1 to 10, where 1 is strongly disagree and 10 is strongly agree, how much do you agree or disagree with the statement: 'My company has difficulty retaining qualified staff and workers?'" The category "Disagree" represents a response of 1, 2, or 3 to this question. The category "Neutral" represents a response of 4, 5, 6, or 7 to this question. The category "Agree" represents a response of 8, 9, or 10 to this question. Total nonresponse consists of item nonresponse and don't know responses.

IT is defined as the hardware and software that support the production or use of computer-based information systems, the infrastructure necessary to access such information systems, or data processing services. Companies are classified as IT or Non-IT based on their 4-digit SIC number. IT Manufacturing includes companies with SICs of 3571-3579, 3651, 3661-3679, 3695, 3823-3826. IT Communication includes companies with SICs of 4812-4822, 4832, 4833, 4841-4899. IT Computer related services includes companies with SICs of 7371-7379. Non-IT Manufacturing includes companies with SICs of 2011-3569, 3581-3648, 3652, 3691-3694, 3699-3822, 3827-3999. Non-IT Transportation & public utilities includes companies with SICs of 4011-4231, 4412-4789, 4911-4971. Non-IT Finance, insurance & real estate includes companies with SICs of 6011-6036, 6081-6153, 6159, 6162-6799. Non-IT Engineering & AAB services includes companies with SICs of 8711, 8721.

**SOURCE:** National Science Foundation, 2001 Information Technology Innovation Survey.